

# Enterprise Incident Report February 2012

As of 3/1/2012

## Alcoholic Beverage Control

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution	
				Low	FCR Total
Alcoholic Beverage Control	Application Services	Martin Gonzalez	Novell GroupWise	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Application Support	Marilene Schmidt	None	1 1	1 1
			Product Total	1 1	1 1
		Wayne Andersen	None	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		2 2	2 2
	Metro D Desktop Support	Greg Clawson	Microsoft Windows XP	4 4	4 4
			None	37 37	37 37
			Triversity Point-of-Sale	12 12	12 12

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				Low	FCR Total	
Alcoholic Beverage Control	Metro D Desktop Support	Greg Clawson	Product Total	53 53	53 53	
		Kevin Perry	None	7 7	7 7	
			Triversity Point-of-Sale	7 7	7 7	
			Product Total	14 14	14 14	
			Rod Tucker	None	20 20	20 20
		Product Total		20 20	20 20	
		Assigned to Individual Total		87 87	87 87	
		Voice Operations	Romanza Hamblin	Telephone	3 0	3 0
				Product Total	3 0	3 0
			Assigned to Individual Total		3 0	3 0
	Voice/Data/WAN Services		Mark Thomas	Telephone	1 0	1 0
		Product Total		1 0	1 0	
		Assigned to Individual Total		1 0	1 0	
		Customer Company Total			94 89	94 89

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	Low	FCR Total
Customer Company Total	94	94
	89	89

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response	
				Low	MIR Total
Alcoholic Beverage Control	Application Services	Martin Gonzalez	Novell GroupWise	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Application Support	Marilene Schmidt	None	1 0	1 0
			Product Total	1 0	1 0
		Wayne Andersen	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		2 0	2 0
	Metro D Desktop Support	Greg Clawson	Microsoft Windows XP	4 0	4 0
			None	37 0	37 0
			Triversity Point-of-Sale	12 0	12 0

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				Low	MIR Total
Alcoholic Beverage Control	Metro D Desktop Support	Greg Clawson	Product Total	53 0	53 0
		Kevin Perry	None	7 0	7 0
			Triversity Point-of-Sale	7 0	7 0
			Product Total	14 0	14 0
		Rod Tucker	None	20 0	20 0
			Product Total	20 0	20 0
		Assigned to Individual Total		87 0	87 0
	Voice Operations	Romanza Hamblin	Telephone	3 0	3 0
			Product Total	3 0	3 0
		Assigned to Individual Total		3 0	3 0
	Voice/Data/WAN Services	Mark Thomas	Telephone	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Customer Company Total			94 0	94 0

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	Low	MIR Total
Customer Company Total	94 0	94 0

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## Alcoholic Beverage Control

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	ATTIR Total
Alcoholic Beverage Control	Application Services	Martin Gonzalez	Novell GroupWise	1 0.09	1 0.09
			Product Total	1 0.09	1 0.09
		Assigned to Individual Total		1 0.09	1 0.09
	Application Support	Marilene Schmidt	None	1 0.16	1 0.16
			Product Total	1 0.16	1 0.16
		Wayne Andersen	None	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Assigned to Individual Total		2 0.08	2 0.08
	Metro D Desktop Support	Greg Clawson	Microsoft Windows XP	4 0.00	4 0.00
			None	37 0.00	37 0.00
			Triversity Point-of-Sale	12 0.00	12 0.00

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				Low	ATTIR Total
Alcoholic Beverage Control	Metro D Desktop Support	Greg Clawson	Product Total	53 0.00	53 0.00
		Kevin Perry	None	7 0.01	7 0.01
			Triversity Point-of-Sale	7 0.00	7 0.00
			Product Total	14 0.01	14 0.01
		Rod Tucker	None	20 0.00	20 0.00
			Product Total	20 0.00	20 0.00
		Assigned to Individual Total		87 0.00	87 0.00
	Voice Operations	Romanza Hamblin	Telephone	3 0.22	3 0.22
			Product Total	3 0.22	3 0.22
		Assigned to Individual Total		3 0.22	3 0.22
	Voice/Data/WAN Services	Mark Thomas	Telephone	1 0.29	1 0.29
			Product Total	1 0.29	1 0.29
		Assigned to Individual Total		1 0.29	1 0.29
Assigned Group Total				94 0.01	94 0.01



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### Alcoholic Beverage Control

	Low	ATTIR Total
Customer Company Total	94 0.01	94 0.01

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## Alcoholic Beverage Control

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	MR Total
Alcoholic Beverage Control	Application Services	Martin Gonzalez	Novell GroupWise	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		1 0	1 0
	Application Support	Marilene Schmidt	None	1 0	1 0
			Product Total	1 0	1 0
		Wayne Andersen	None	1 0	1 0
			Product Total	1 0	1 0
		Assigned to Individual Total		2 0	2 0
	Metro D Desktop Support	Greg Clawson	Microsoft Windows XP	4 0	4 0
			None	37 0	37 0
			Triversity Point-of-Sale	12 0	12 0

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				Low	MR Total
Alcoholic Beverage Control	Metro D Desktop Support	Greg Clawson	Product Total	530	530
		Kevin Perry	None	70	70
			Triversity Point-of-Sale	70	70
			Product Total	140	140
		Rod Tucker	None	200	200
			Product Total	200	200
		Assigned to Individual Total		870	870
	Voice Operations	Romanza Hamblin	Telephone	30	30
			Product Total	30	30
		Assigned to Individual Total		30	30
	Voice/Data/WAN Services	Mark Thomas	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Assigned Group Total			940	940

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### Alcoholic Beverage Control

	Low	MR Total
Customer Company Total	94 0	94 0

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTR Total
Alcoholic Beverage Control	Application Services	Martin Gonzalez	Novell GroupWise	1 0.30	1 0.30
			Product Total	1 0.30	1 0.30
		Assigned to Individual Total		1 0.30	1 0.30
	Application Support	Marilene Schmidt	None	1 0.16	1 0.16
			Product Total	1 0.16	1 0.16
		Wayne Andersen	None	1 0.06	1 0.06
			Product Total	1 0.06	1 0.06
		Assigned to Individual Total		2 0.11	2 0.11
	Metro D Desktop Support	Greg Clawson	Microsoft Windows XP	4 0.00	4 0.00
			None	37 0.00	37 0.00
			Triversity Point-of-Sale	12 0.00	12 0.00

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				Low	ATTR Total
Alcoholic Beverage Control	Metro D Desktop Support	Greg Clawson	Product Total	53 0.00	53 0.00
		Kevin Perry	None	7 1.00	7 1.00
			Triversity Point-of-Sale	7 0.00	7 0.00
			Product Total	14 0.50	14 0.50
		Rod Tucker	None	20 0.00	20 0.00
			Product Total	20 0.00	20 0.00
		Assigned to Individual Total			87 0.08
	Voice Operations	Romanza Hamblin	Telephone	3 0.26	3 0.26
			Product Total	3 0.26	3 0.26
		Assigned to Individual Total			3 0.26
	Voice/Data/WAN Services	Mark Thomas	Telephone	1 0.52	1 0.52
			Product Total	1 0.52	1 0.52
		Assigned to Individual Total			1 0.52
Assigned Group Total				94 0.09	94 0.09

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### Alcoholic Beverage Control

	Low	ATTR Total
Customer Company Total	94 0.09	94 0.09

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## Alcoholic Beverage Control

### Detail

<b>INC000000454460</b>	Vera D Pitt	Application	Error	None		TIR Missed: No	0.16
	Application Support	Marilene Schmidt	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.16
<b>INC000000454710</b>	Anita Knowley	Telecom	None	Telephone		TIR Missed: No	0.29
	Voice/Data/WAN Services	Mark Thomas	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.52
<b>INC000000456994</b>	Justin Broderick	Application	Error	Novell GroupWise		TIR Missed: No	0.09
	Application Services	Martin Gonzalez	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.30
<b>INC000000457088</b>	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457091</b>	Liquor Store 35	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457101</b>	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457102</b>	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457109</b>	Liquor Store 15	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457113</b>	Liquor Store 30	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457117</b>	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457124</b>	Liquor Store 24	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457129</b>	Liquor Store 38	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000457424</b>	Liquor Store 02	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	1.30
<b>INC000000457780</b>	Val Dunaway	Application	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.98
<b>INC000000458904</b>	margaret Hardie	None	None	None		TIR Missed: No	0.00
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.06
<b>INC000000459277</b>	Liquor Store 08	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00



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<b>INC000000459782</b>	Liquor Store 25	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000459788</b>	Liquor Store 44	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000460741</b>	Anita Knowley	Telecom	Dial Tone	Telephone		TIR Missed: No	0.41
	Voice Operations	Romanza Hamblin	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.49
<b>INC000000461072</b>	Liquor Store 05	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461073</b>	Liquor Store 23	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461074</b>	Liquor Store 26	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461075</b>	Liquor Store 10	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461076</b>	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461077</b>	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461078</b>	Liquor Store 12	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461079</b>	Liquor Store 44	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461080</b>	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461081</b>	Liquor Store 43	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461082</b>	Liquor Store 01	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461083</b>	Liquor Store 30	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461084</b>	Liquor Store 32	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000461085</b>	Liquor Store 15	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

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<b>INC000000461086</b>	Liquor Store 09 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461087</b>	Liquor Store 38 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461088</b>	Liquor Store 02 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461089</b>	Liquor Store 02 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461090</b>	Liquor Store 02 Metro D Desktop Support	PC/Laptop Greg Clawson	Hardware Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461091</b>	Liquor Store 31 Metro D Desktop Support	Print/Copy/Scan/Fax Greg Clawson	Incident Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461092</b>	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461093</b>	Liquor Store 01 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461094</b>	Liquor Store 02 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	Triversity Point-of-Sale Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461337</b>	Anita Knowley Voice Operations	Telecom Romanza Hamblin	Feature Alcoholic Beverage Control	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.10
<b>INC000000461711</b>	James long Voice Operations	Telecom Romanza Hamblin	Hardware Alcoholic Beverage Control	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.14 0.20
<b>INC000000461797</b>	Liquor Store 09 Metro D Desktop Support	Application Greg Clawson	Reporting Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000461802</b>	Liquor Store 21 Metro D Desktop Support	Application Greg Clawson	Error Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462661</b>	Liquor Store 23 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462666</b>	Liquor Store 15 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462904</b>	Liquor Store 25 Metro D Desktop Support	Application Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000462905</b>	Liquor Store 29 Metro D Desktop Support	EIS Hardware Rod Tucker	None Alcoholic Beverage Control	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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<b>INC000000463522</b>	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000463690</b>	Liquor Store 44	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
<b>INC000000464142</b>	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464148</b>	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464154</b>	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464170</b>	Richard Hernandez	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464184</b>	Liquor Store 09	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464185</b>	Liquor Store 02	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464197</b>	Liquor Store 22	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464340</b>	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464343</b>	Liquor Store 39	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464345</b>	Liquor Store 30	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464534</b>	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464537</b>	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464570</b>	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464571</b>	Liquor Store 19	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464938</b>	Liquor Store 14	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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## Alcoholic Beverage Control

<b>INC000000464940</b>	Liquor Store 30	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464947</b>	Liquor Store 25	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464949</b>	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464963</b>	Liquor Store 16	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000464968</b>	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465003</b>	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465004</b>	Liquor Store 15	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465005</b>	Liquor Store 03	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465006</b>	Liquor Store 06	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465007</b>	Liquor Store 15	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465008</b>	Liquor Store 15	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465016</b>	Liquor Store 45	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465019</b>	Liquor Store 25	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000465024</b>	Liquor Store 19	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468224</b>	Liquor Store 26	Application	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468226</b>	Liquor Store 25	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
<b>INC000000468227</b>	Liquor Store 33	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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## Alcoholic Beverage Control

<b>INC000000468228</b>	Liquor Store 13	None	None	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000468229</b>	Liquor Store 14	None	None	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000468230</b>	Liquor Store 12	None	None	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000468231</b>	Liquor Store 30	None	None	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000469107</b>	Keith Zuspan	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	4.74
<b>INC000000469145</b>	Liquor Store 31	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000469146</b>	Liquor Store 39	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000469151</b>	Liquor Store 40	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000469153</b>	Liquor Store 38	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00
<b>INC000000470252</b>	Liquor Store 15	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low Resolved	TTR Missed: No	0.00